vtenext Business 18.02 Release Note

USER PREFERENCES

New Language Packs
Four new language packs have been added to the user preferences: French, Russian, Polish, and Spanish.

New NEXT Design Selectable Among Themes
The NEXT theme has been added alongside SOFTED in user preferences. This theme introduces a completely modernized design, aligned with current trends:

- The module bar is now positioned on the left and can be minimized to icons. The last icon at the bottom combines all modules and areas.
- The function bar (conversations, notifications, quick creation, etc.), positioned on the right, now includes links to the Process module and search management.

Process Module
This provides a list view of all processes in Vtenext.

Search
The global search and module-specific search are unified under one button. The module-specific search adapts based on the module being used.
Example: While in Customer Support, you can search globally across the CRM or only among available tickets.

BPMN

Advanced Functions for BPMN Process Design/Scheduling Campaigns via BPMN
Creating BPMN processes in Vtenext allows for greater interaction between modules with N-to-N relationships (unlike the previous 1-to-N limitation) and eliminates the need for an initial condition (refer to the BPMN Manual for details).

- Conditional fields can be used in process tasks.
- The Newsletter module can be integrated for automated marketing campaigns, allowing mailings to be sent based on user-defined criteria.
- Process layouts now include color coding depending on the selected task type (note: colors are automatically assigned by the system).

Rewind Processes and Replay Execution
Within the entity affected by an active process, users can return to a previous step by selecting from available options (for more details, refer to the BPMN Manual).

REPORTS

New Reporting Options (Newsletter and Clusters)
The Reports module has been updated with the following features:

- Integration with the Newsletter module for report generation, including standard and advanced filters. Users can select statistics and clicked links as report columns.
- Cluster creation for further segmentation of results in the summary tab and charts, with color definitions. Charts will also display a gray bar grouping remaining results.
- Administrators can schedule automated email delivery of report results in PDF or Excel format, with recipients chosen from the user list.

CONFIGURATION

Configurable REST Client Webservice
REST webservices enable integration between Vtenext and external platforms that support this protocol. Configurations can be done without requiring SDKs for external database updates. URLs can also be called with parameter passing.

Version Control and Import/Export Functions for Modules, Processes, Roles, and Profiles
Configurations for modules, processes, roles, and profiles can be saved as versions (e.g., v1.0). Versions can be exported or imported for added security during setup.

PHP 7 Support
Vtenext is now compatible with PHP 7.

Table Fields
In the Module Manager > Layout Editor, a new **Table** field type can be added. This field consists of grouped fields displayed on a single row for optimal data viewing. By default, it appears with one row and headers. Users can add rows by clicking **Add Row**, and rows can be duplicated or deleted.

TARGETS

Automatic Target Synchronization
Targets now update automatically, eliminating the need for manual refreshes for newsletter management. Two modes are available:

1. **Incremental**: Adds names to the target based on the original filter, ignoring exclusions from filter changes.
2. **Complete**: Adds or removes names based on the filter.

MESSAGES

Multiple SMTPs Linked to a Single Email Account

SMTP settings for outgoing emails can now vary for each account within the Messages module.

MOBILE APP

Activity Tracking from the Mobile App

The mobile app now includes activity tracking to create calendar events or tickets automatically.

- The **START** function is accessible via the three-dot menu.
- Users can click **PAUSE** or **END** in the same menu.

OUTLOOK ADD-ON PLUGIN

Create and Link New Entities from Outlook Plugin

The updated Outlook plugin offers the following features:

- Bidirectional synchronization of Contacts, Events, and Tasks with Vtenext.
- Linking emails to CRM entities.
- Creating new entities and linking emails directly to the new entities (e.g., creating leads/tickets and associating the email with them).

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